

TELECOMMUNICATIONS

ANALYST

Code No: 3-20-027

Competitive

DISTINGUISHING FEATURES OF THE CLASS: This is a technical position responsible for network administration related to the telecommunications systems at a particular agency. Responsibilities include supporting day-to-day network requirements, leading major implementation efforts involving telecommunications, and providing end user support and training. The employee reports directly to and works under the general supervision of a higher level staff member. Supervision may be exercised over a clerical and technical staff. Does related work as required.

TYPICAL WORK ACTIVITIES (All need not be performed in a given position. Other activities may be performed although not listed):

Receives requests (adds, moves, changes) from departments and the Help Desk;

Conducts in-house and outside assignments of hardware changes necessary to complete work requests;

Configures software relating to dataphone and new extension configurations, automatic call distribution, pick groups, and hunt groups;

Maintains and updates repair tracking system;

Monitors daily operation of the switch and tie lines;

Provides user support by answering questions and responding to trouble calls regarding the system;

Manages extension assignments for all current operations, maintains and updates departmental databases and directories;

Determines equipment needs, other than cabling, and telephone configurations, for new construction or renovation project;

Manages telephone number and extension assignments;

Follows up with vendors and building management to insure all schedules are met and assists in resolving installation problems;

Determines that completed installations are functioning correctly and assists in resolving problems between user and vendor;

Collects and analyzes PHONEMail and voice messaging data, and produces monthly reports;

Schedules voice messaging and PHONEMail messages;

Provide formal training to users, including new features and special design configurations, and

develops curriculum and software design for all training programs;

Summarizes Automatic Call Distribution data, conducts a utilization analysis, and makes procedural recommendations based on usage;

Establishes a communications link with the "switches", interprets traffic statistics, and produces monthly availability reports;

Assumes responsibilities of superior in his/her absence.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS: Good knowledge of telecommunications terminology, equipment, and technology; good knowledge of telecommunications installation procedures; good knowledge of telecommunications analysis techniques; good knowledge of network design concepts, voice, and data; good knowledge of network standards; working knowledge of the technical operation of the telephone switch and related systems; ability to read and interpret wiring diagrams used in construction and renovation; ability to read and interpret technical and tabular/statistical material; ability to prepare technical, tabular, and narrative reports; ability to plan implementation schedules; ability to evaluate equipment combination choices and impact of changes on different systems; ability to translate system capabilities into procedures; ability to select system solutions that are efficient and cost effective; ability to evaluate complex technical material; ability to train others in the use of equipment and procedures; ability to evaluate equipment combination choices and impact of changes on different systems; ability to establish effective working relationships with others; ability to verbally communicate effectively; supervisory ability; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS: EITHER:

- (A) Successful completion of at least sixty (60) college semester credit hours including a minimum of eighteen (18) semester credit hours in Telecommunications Management or Telecommunications Engineering Technology (must be specified on application); OR,
- (B) Two (2) years paid full-time or its part-time equivalent experience in managing or implementing a telecommunications system; OR,
- (C) An equivalent combination of training and experience as defined by the limits of (A) and (B) above.

SPECIAL REQUIREMENTS:

If you are appointed, you will be required to have a valid license to operate a motor vehicle in New York State or otherwise demonstrate your capacity to meet the transportation needs of the job.

Depending on position duties, candidates for employment with Monroe County Government will be required to pass a pre-employment drug test.

SPECIAL REQUIREMENT FOR APPOINTMENT IN SCHOOL DISTRICTS AND BOCES

Per Chapter 180 of the Laws of 2000, and by Regulations of the Commissioner of Education, to be employed in a position designated by a school district or BOCES as involving direct contact with students, a clearance for employment from the State Education Department is required.

ADOPTED: October 9, 1997